

DIPLOMA EXAMINATION IN ENGINEERING/TECHNOLOGY/MANAGEMENT/  
COMMERCIAL PRACTICE – NOVEMBER-2021.

**COMMUNICATION SKILLS IN ENGLISH**

(Maximum Marks : 75)

[Time : 3 hours]

**PART-A**

Module outcome Cognitive level

I. Read the following excerpts and answer the questions that follow:

1	<p>“White fingers quickly tore at the string and paper. There was an ecstatic scream of joy; and then, alas! A change to tears and cries, requiring the man of the house to use all his skill to calm his wife”.</p> <p>a. Pick out from the passage given above a word which means ‘excited’. (1)</p> <p>b. Why was Della happy and then sad on seeing Jim’s gift for her? (2)</p> <p>c. Analyse the theme of love and sacrifice in ‘The Gift of the Magi’. (3)</p>		MO.3.02 MO.3.01 MO.3.01	Remembering
				Remembering
				Analysing
2	<p>“....and they sat around on the floor with my mother in the centre/the peace of understanding on each face”</p> <p>a. The boy wanted a .... of cake (peace/piece) (1)</p> <p>b. What did the peasants understand? (2)</p> <p>c. Examine the contrasting attitudes that Nissim Ezekiel picturise in the poem. (3)</p>		MO2.02 MO2.01 MO2.01	Remembering
				Remembering
				Analysing
3	<p>“The woods are lovely, dark and deep/But I have promises to keep/And miles to go before I sleep/ And miles to go before I sleep”.</p> <p>a. Write a synonym of the word ‘woods’. (1)</p> <p>b. What is the decision that the poet takes at the end and why? (2)</p> <p>c. Analyse the journey that the poet undertakes as a journey of life? (3)</p>		MO4.02 MO4.01 MO4.01	Remembering
				Remembering
				Analysing

4	<p>"This colour scheme never failed. People were attracted to him as bees were attracted to cosmos or dahlia stalks."</p> <ol style="list-style-type: none"><li>Which is the figure of speech used in "People were attracted to him as bees were attracted to cosmos". (1)</li><li>Comment on the colour scheme that the astrologer used? (2)</li><li>Narrate in your own words the incident that happened one night when the astrologer was about to go home and analyse the effect the incident had on him. (3)</li></ol>	MO1.02 MO1.01 MO1.01	Remembering Remembering Analysing
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## PART B

II. Read the passage given below and answer the questions that follow:

<p><u>What is Cybersecurity?</u></p> <p>Cybersecurity is the practice of securing networks, systems and any other digital infrastructure from malicious attacks. With the increased rate of cyber crimes happening in the world today, it is no wonder that banks, tech companies, hospitals and government agencies are recognizing the importance of cyber security.</p> <p>There are different types of cyber attacks that affect thousands of people each day. Malware is one such frequent ways of cyber-attack. Malware is used to describe malicious software, including spyware, ransomware and viruses. It can come in the form of an email or an app. Once installed it can erase or take away the data stored in your computer. Phishing is another major form of cyber attack that people face today. Phishing refers to the practice of sending malicious communications designed to appear from reputable, well known sources. Once the phishing link is clicked, cyber criminals have access to sensitive data like credit cards, social security or login information. Social Engineering is the process of psychologically manipulating a person to reveal his personal information. For example, cyber criminals imitate a person's voice and call his relatives and friends to get their password, credit card number etc.</p>	
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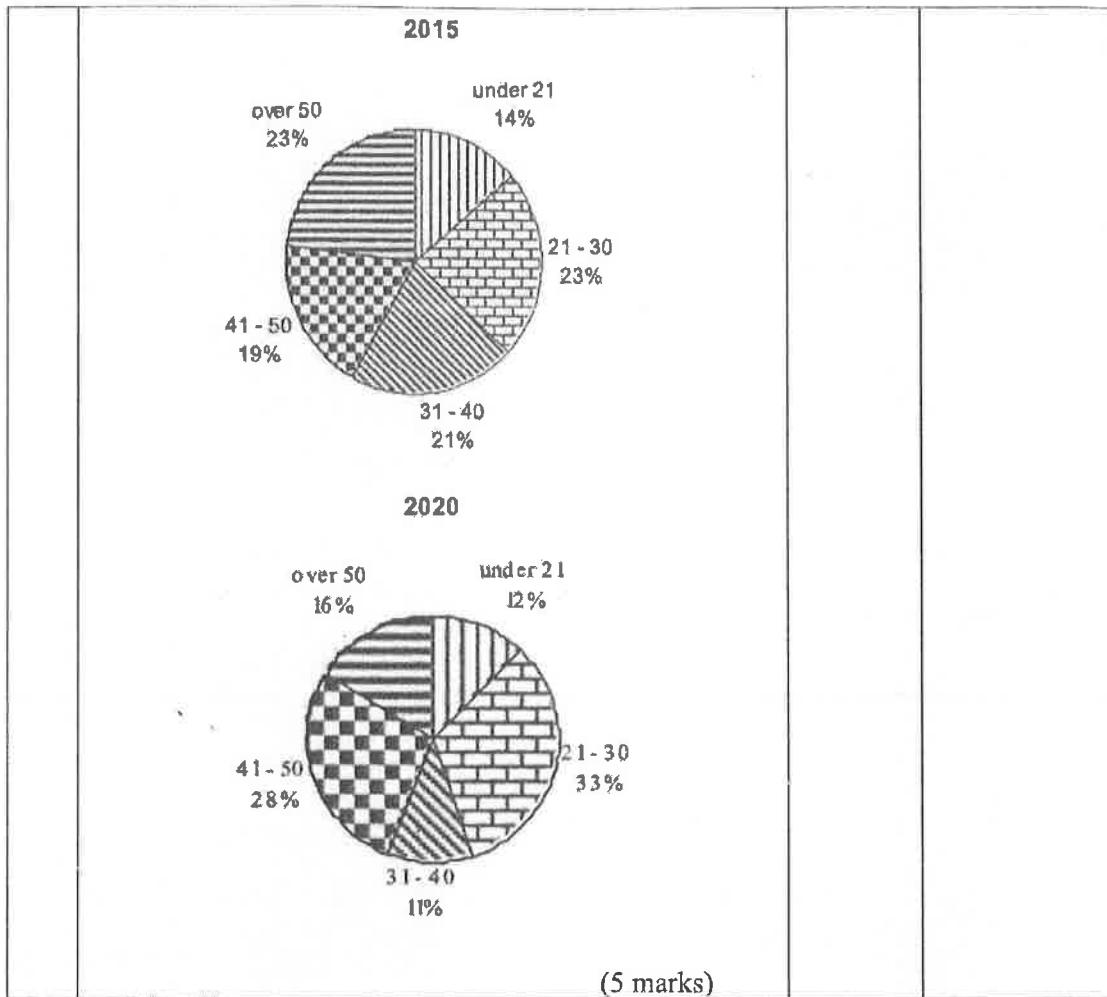
Efficient use of antivirus software, anti-spyware software, changing the password frequently, connecting to only those sites that are trustworthy are some of the strategies to ensure cyber security. Sensitive personal data like password, PAN number, ATM PIN number etc should not be disclosed to anybody. More awareness programmes must be conducted to increase knowledge of cyber crimes and the ways to prevent them.			
1	What do you understand by the term ‘Phishing’? (1)	MO1.01	U
2	What is cyber security? (1)	MO1.01	R
3	Mention any two methods to prevent cybercrimes. (2)	MO1.01	U
4	Pick out from paragraph one of the passage, words which mean: (a)Harmful (b) basic structures and facilities. (2)	MO1.01	U
5	Prepare a summary of the passage ‘What is Cyber Security’ in note form. (4)	MO1.01	Applying
<p>III. Report the following conversation between the manager and Vinod, the sales assistant of the company, informing him of the meeting to be held that day.</p> <p>Manager: Good morning Vinod. There will be a meeting for the Sales staff in the conference room today.</p> <p>Vinod: What is the agenda of the meeting sir?</p> <p>Manager: It is to discuss the strategies to improve sales. The quality head of the company will do a presentation.</p> <p>Vinod: That's good. Please include an interactive session with the employees too.</p> <p>Manager: Sure. I will ask him to interact with the staff after the presentation.</p> <p>Vinod: At what time is the meeting sir?</p> <p>Manager: It is at 2 pm. The notice will be circulated now.</p> <p>Vinod: Thank you sir. I look forward to the presentation</p> <p>Manager. You are welcome.</p>			

<p>The manager informed Vinod of the meeting for sales staff in the conference room that day. Vinod wanted to know.....(a)</p> <p>..... The manager said .....(b)..... He also informed of the presentation by the Quality Head of the company. Vinod requested the manager ....(c)..... The manager agreed to this.</p> <p>Vinod wanted to know the time of the meeting. The manager replied</p> <p>that the meeting was at 2 pm and that the notice.....(d).....</p> <p>Vinod said that he looked forward to the presentation. (4x1=4)</p>	MO.4.03	Applying
<p>IV. Rewrite the sentences correcting the errors in tenses.</p>		
<p>Robovision Pvt. Ltd <u>conducted</u> a job drive for diploma holders every year. Last year they <u>are organising</u> the programme in Ernakulam. They <u>visit</u> Govt. Polytechnic College, Trivandrum now to see if the arrangements for this year's programme are made. They <u>complete</u> all the associated work by tomorrow.</p>	MO.2.03	Applying (4x1=4)

## PART C

V	<p>Malavika Raj has applied for the post of Stenographer in VisualBase Technologies, Trivandrum. Help her prepare a Self-introduction to be presented at the interview. Her details are given below.</p> <p>Name : Malavika Raj</p> <p>Educational Qualification: Diploma in Commercial Practice from Govt. Polytechnic College, Kottayam(85%).</p> <p>Additional Qualification: Certificate course in Stenography</p> <p>Present job : Office Assistant at Enhance Technologies, Thrissur since 2019.</p> <p>Hobbies : Gardening, Reading</p> <p>Languages Known : Malayalam, Hindi and English</p>	MO.1.3	under-standing (4 marks)
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VI.	<p>Describe in a paragraph the process of cleaning the water Purifier filter. The steps are given below. The first sentence of the paragraph is done for you.</p> <ol style="list-style-type: none"> <li>1. Cut the water supply to the filtration system.</li> <li>2. Drain the water from the filtration system and tank.</li> <li>3. Remove both the pre-filter and reverse osmosis membrane from the system.</li> <li>4. Sanitise the system using chemical cleaners and remove the residue.</li> <li>5. Wash the membrane.</li> <li>6. Reassemble and restart the system.</li> </ol> <p>First, the water supply to the filtration system is cut off.</p> <p>Then.....</p>	MO.3.5	Applying
VII	<p>Amal bought a watch from Time Services Pvt Ltd. yesterday. On reaching home he realized that the dial is broken. Frame a conversation with not less than 5 exchanges between the Shopkeeper and Amal who wants to replace/refund the product.</p>	MO.4.4,5	Applying
VIII	<p>“Write down a paragraph on the influence of technology on the youth of Kerala.</p> <p>(Hints-online learning-education- blogging – vlogging –social networking-expression of opinions – mass movements – drawbacks too- addiction – misuse of technology- cybercrimes etc.)</p>	MO.4.6	Applying
IX	<p>The refrigerator you bought from Homeneeds Pvt Ltd is defective. The temperature fluctuates often resulting in the decay of products stored. The door of the freezer does not close properly and there is a dent in one corner. Compose an email to the Customer care manager of Homeneeds Pvt. Ltd. citing the exact nature of your complaint.</p>	MO.03.5	Applying
X	<p>The pie charts given below show the percentage of staff employed by age in the public sector in US in the years 2015 and 2020. Write an analytic paragraph for the pie charts in about 120 words.</p>	MO.1.5	Applying



XI.	<p>Prepare five slides based on the passage on Robotics given below.</p> <p>A robot, is an automatically operated machine that replaces human effort, though it may not resemble human beings in appearance or perform functions in a humanlike manner.</p> <p>Robotics is the engineering discipline dealing with the design, construction and operation of robots.</p> <p>The concept of artificial humans predates recorded history but the modern term <b>robot</b> is derived from the Czech word <i>robota</i> (“forced labour” or “serf”). The word robotics first appeared in Isaac Asimov’s science fiction story <i>Runaround</i> (1942)</p> <p>Scientists have been able to develop different types of robots. There are industrial robots, autonomous mobile robots, articulated robots, humanoids, cobots and so on. Cobots are designed to function alongside human beings.</p> <p>Robots are used in many fields today. They are used in the industrial sector for a wide range of purposes. They ease the task of human beings and make manufacturing and production more efficient. Robots are used in the medical industry to deliver medication, disinfect surfaces and even to perform robotic surgery. They are used in different sectors like farming and agriculture, retail and hospitality, automobile and logistics etc.</p> <p>Robotics, as a field of science has immense possibilities. It can bring miraculous development in many fields of human action. It can bring more efficiency, accuracy and perfection to human endeavours.</p>	MO.2.5	Applying
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